



# Quick Note 34

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## Configuring Syslog alerting on a TransPort router

TransPort Support

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# 1 INTRODUCTION

## 1.1 Outline

This document contains information regarding the configuration and use of syslog alerting.

All Digi TransPort products contain an event log. Whenever the Digi TransPort firmware does any significant operation an event is stored in the event log. Each event can be used to trigger an automatic email, SNMP trap, syslog alert or on products with GPRS an SMS message.

## 1.2 Assumptions

This guide has been written for use by technically competent personnel with a good understanding of the communications technologies used in the product, and of the requirements for their specific application.

This application note applies to;

**Models shown:** Digi TransPort WR21.

**Other Compatible Models:** All Digi TransPort products.

**Firmware versions:** 5.146 or newer.

**Configuration** This Application Note assumes that the Digi TransPort product has a PPP instance configured to connect to the Internet and is connected to a LAN. Alerts will be configured to notify a LAN connected syslog server when the PPP connection on the WAN interface changes its UP/DOWN status.

## 1.3 Corrections

Requests for corrections or amendments to this application note are welcome and should be addressed to: [tech.support@digicom.com](mailto:tech.support@digicom.com)

Requests for new application notes can be sent to the same address.

## 1.4 Version & Revision History

Version Number	Status
1.0	Published

## 2 CONFIGURATION

### 2.1 Configuring the Event Logcodes

First it is necessary to choose which events should trigger the syslog alerts.

The Event logcodes are configured from **Configuration - Alarms > Event Logcodes**. The list of events and trigger priorities is held in a file called logcodes.txt, when the event logcodes are changed the changes will not appear in the config.da0 or logcodes.txt files, but are stored in the logcodes.dif file once the changes have been saved.

In order to send a syslog alert when a particular event occurs, the **Alarm Priority** for the event should be changed. There can be a number of reasons for each event. Each event can be configured with a global Alarm Priority which applies to all the reasons. It is also possible to override the global event Alarm Priority with a different Alarm Priority for each reason.

In the example below the Event 5 “%e %a down” will be used to trigger a syslog alert when PPP 1 is down and Event 153 “PPP 1 up” will be used to trigger a syslog alert when PPP 1 is up.

Navigate to **Configuration - Alarms > Event Logcodes**

Configuration - Alarms > Event Logcodes			
▶ Event Settings			
▼ Event Logcodes			
The logcodes describe the logged events. It is possible to configure each event / reason with a specific priority which can be used to control when that event / reason causes an alarm to be created.			
Event Description	Filter	Event Priority	Reasons
1 <a href="#">Power-up[%c]</a>			1 <a href="#">Reboot command</a>
			2 <a href="#">Reboot command via web</a>
			3 <a href="#">Message shortage reboot</a>
			4 <a href="#">Buffer shortage reboot</a>
			5 <a href="#">Buffers excessive</a>
			6 <a href="#">MsgLog</a>
			7 <a href="#">High CPU usage</a>
			8 <a href="#">Locked task %c</a>
			9 <a href="#">Watchdog timeout</a>
			10 <a href="#">Reboot command via iDigi Server</a>
			11 <a href="#">Python script watchdog</a>
			12 <a href="#">ESPAD request</a>
			13 <a href="#">ASY transmit watchdog</a>
2 <a href="#">Clear Event Log</a>		5	
3 <a href="#">Reboot</a>			
4 <a href="#">%e %a up</a>		3	
5 <a href="#">%e %a down</a>			1 <a href="#">Inactivity</a>
			2 <a href="#">Remote disconnect</a>
			3 <a href="#">LL disconnect</a>
			4 <a href="#">Upper layer req</a>
			5 <a href="#">Negotiation failure</a>
			6 <a href="#">Retransmit failure</a>
			7 <a href="#">DISC transmit</a>
			8 <a href="#">TEI failure</a>
			9 <a href="#">TEI lost</a>
			10 <a href="#">Lower deactivated</a>
			11 <a href="#">DISC receive</a>
			12 <a href="#">B Channel clr</a>
			13 <a href="#">Protocol failure</a>
			14 <a href="#">PPP PING Failure</a>

The following table describes the meaning of each column.

Parameter	Description
Event	A numerical value that represents the event
Description	The main description of the event.
Filter	If the Filter is ON, this event will not be logged.
Event Priority	The priority that the event currently has assigned. This is the alarm priority.
Reasons	The reason that the event is triggered.
Reason Priority	The priority that the reason currently has assigned. This is the alarm priority.

Click on the **%e %a down** event (event number 5).

Event Number	Event Name	Priority
1	Inactivity	
2	Remote disconnect	
3	LL disconnect	
4	Upper layer req	
5	<b>%e %a down</b>	2
6	Retransmit failure	6
7	DISC transmit	
8	TEI failure	5
9	TEI lost	5
10	Lower deactivated	
11	DISC receive	
12	B Channel clr	
13	Protocol failure	
14	PPP PING Failure	
15	PPP TX Link Failure	
16	Call Req Timeout	
17	LCP Echo Failure	
18	Rebooting	
19	Firewall Request	
20	Timeband Off	
21	Max up time	
22	Max negotiation time	
23	LL remote disconnect	
24	WEB request	
25	CLI request	

On the following page, configure the Alarm Priority and Syslog Priority. The Syslog Priority and Facility can be used to send different types of alerts to different Syslog servers based on priority and facility, this application note will only be sending alerts to one server, so the Syslog Priority is changed only for the purpose of showing the process.

**Event: %e %a down**

☐ Do not log this event

Log Priority:

Alarm Priority:  ←

☐ Alarm Priority is dependent on the event being logged by Entity

☐ instance

Priority only applies to

☐ PPP 0 ☐ PPP 1 ☐ PPP 2 ☐ PPP 3

☐ PPP 4 ☐ PPP 5 ☐ PPP 6 ☐ PPP 7

☐ Store a snapshot of the Traffic Analyser trace on the log drive

If this event creates an Email alarm

☐ Attach a snapshot of the Traffic Analyser trace

After this event: ☒ Leave the Analyser trace

☐ Freeze the Analyser trace

☐ Delete the Analyser trace

☐ Attach a snapshot of the Event Log

After this event: ☒ Leave the Event Log

☐ Delete the Event Log

Attachment List ID:

If this event creates a Syslog alarm, use

Syslog Priority:  ←

Syslog Facility:

Parameter	Setting	Description
Alarm Priority	9	Change the Alarm Priority to 9, this will be used later.
Syslog Priority	Alert	Change the Alarm Priority to Alert, this is in the info sent to the Syslog server.

Click Apply

Repeat the process for Event 153, 'PPP 1 up'

Configuration - Alarms > Event Logcodes			
		9	<a href="#">Preferred route available</a>
		10	<a href="#">All routes oos</a>
152	<a href="#">PPP 0 up</a>		
153	<a href="#">PPP 1 up</a>		
154	<a href="#">PPP 2 up</a>		
155	<a href="#">PPP 3 up</a>		
156	<a href="#">PPP 4 up</a>		
157	<a href="#">Low System Messages[%c]</a>	0	
		1	MsoLoc


Configuration - Alarms > Event Logcodes

Save All Event Code Changes

**Event: PPP 1 up**

☐ Do not log this event

Log Priority:

Alarm Priority:  

☐ Alarm Priority is dependent on the event being logged by Entity  ☒ All ☐ instance

Priority only applies to

☐ PPP 0 ☐ PPP 1 ☐ PPP 2 ☐ PPP 3

☐ PPP 4 ☐ PPP 5 ☐ PPP 6 ☐ PPP 7

☐ Store a snapshot of the Traffic Analyser trace on the log drive

If this event creates an Email alarm

☐ Attach a snapshot of the Traffic Analyser trace


After this event: ☒ Leave the Analyser trace ☐ Freeze the Analyser trace ☐ Delete the Analyser trace

☐ Attach a snapshot of the Event Log

After this event: ☒ Leave the Event Log ☐ Delete the Event Log

Attachment List ID:

If this event creates a Syslog alarm, use

Syslog Priority:   Syslog Facility:

Apply

Click Apply

At the top of the screen, click 'Save All Event Code Changes' to save the changes to the logcodes.dif file.

Configuration - Alarms > Event Logcodes			
Event Settings			
Event Logcodes			
Save All Event Code Changes			
The logcodes describe the logged events. It is possible to configure each event / reason with a specific priority which can be used to control when that event / reason causes an alarm to be created.			
Event Description	Filter	Event Priority	Reasons
		1	<a href="#">Reboot command</a>
		2	<a href="#">Reboot command via web</a>

## 2.2 Configuring the Event Settings

In the Event Handler, the syslog alarm priority (Send a Syslog message when the alarm priority is at least) should be set to a number the same or higher than the alarm priority configured for the event in the previous steps. If the alarm priority on the Event Settings page is set to 9, then every event (or event reason) with an alarm priority of 9=> will trigger a syslog alert. i.e. 9, 10, 11, 12....

Navigate to **Configuration - Alarms > Event Settings**, expand the Syslog Messages section and configure the following parameters:

Check the “Send Syslog messages” box to display the Syslog settings.

Parameter	Setting	Description
After power up, wait <i>nn</i> seconds before sending Emails, SNMP traps, SMS or Syslog messages	5	Delay in seconds, after power up, before alerts will be sent.
Send Syslog messages	Checked	Enables syslog alerting
Send a Syslog message when the alarm priority is at least <i>nn</i>	9	Events with an alarm priority equal or greater than this number will trigger an alert.
Send a maximum of <i>nn</i> Syslog messages per day	100	The maximum number of alerts to send per day, this counter is reset at midnight.

After configuring these parameters, click Apply.

## 2.3 Configure Syslog server 0

Scroll down the page a little and expand the section titled **Syslog Server 0**.

Configure the IP address of the Syslog server, this is where the alerts will be sent to. The port number for Syslog is UDP 514, this should be entered as 514 in the Port field.

Some TransPort routers also support TCP mode and RFC3195 mode, the options are not shown here.

If there were multiple Syslog servers available, it would be possible by using the tick boxes on this page to only alert the specified syslog server when the selected facilities and priorities match what was configured for the event in section 2.1. Since this application note only uses one syslog server, all boxes remain checked.

Configuration - Alarms > Event Settings

▼ Event Settings

Only log events with a log priority of at least: 0

Do not log the following events:

After power up, wait 5 seconds before sending Emails, SNMP traps, SMS or Syslog messages

☐ Include event number in the event log and Email, SNMP traps, SMS or Syslog messages

► Email Notifications

► SNMP Traps

► SMS

► Local Logging

► Syslog Messages

▼ Syslog Server 0

Syslog Server IP Address: 10.1.51.1 Port: 514

Priority:

☒ Emergency ☒ Alert ☒ Critical ☒ Error

☒ Warning ☒ Notice ☒ Info ☒ Debug

Facility:

☒ Kernel ☒ User ☒ Mail ☒ System

☒ Auth ☒ Syslog ☒ Lptr ☒ Nnews

☒ Uucp ☒ Clock ☒ Auth2 ☒ FTP

☒ NTP ☒ Log Audit ☒ Log Alert ☒ Clock 2

☒ Local 0 ☒ Local 1 ☒ Local 2 ☒ Local 3

☒ Local 4 ☒ Local 5 ☒ Local 6 ☒ Local 7

Parameter	Setting	Description
Syslog Server IP Address	10.1.51.1	The IP address of the syslog server.
Port	514	The port that the syslog server is listening on.

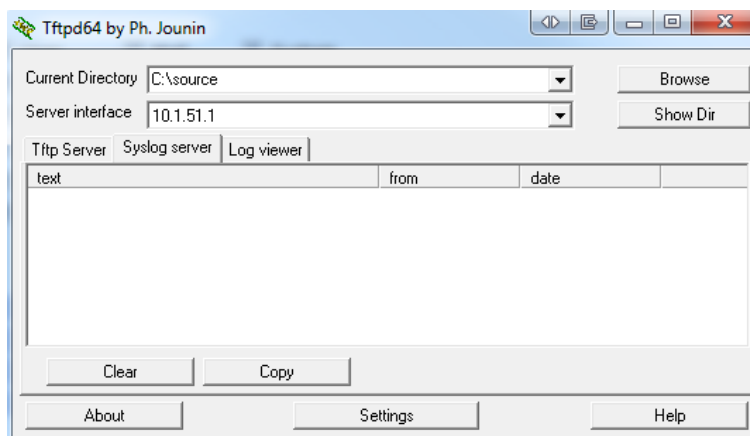
After configuring these parameters, click Apply, then **save the configuration to flash**.



### 3 SYSLOG SERVER SOFTWARE

There are plenty of network monitoring applications with syslog capabilities. The software used in this application note is Tftpd64, there is also a 32 bit version called Tftpd32. This software has a bundled Syslog server.

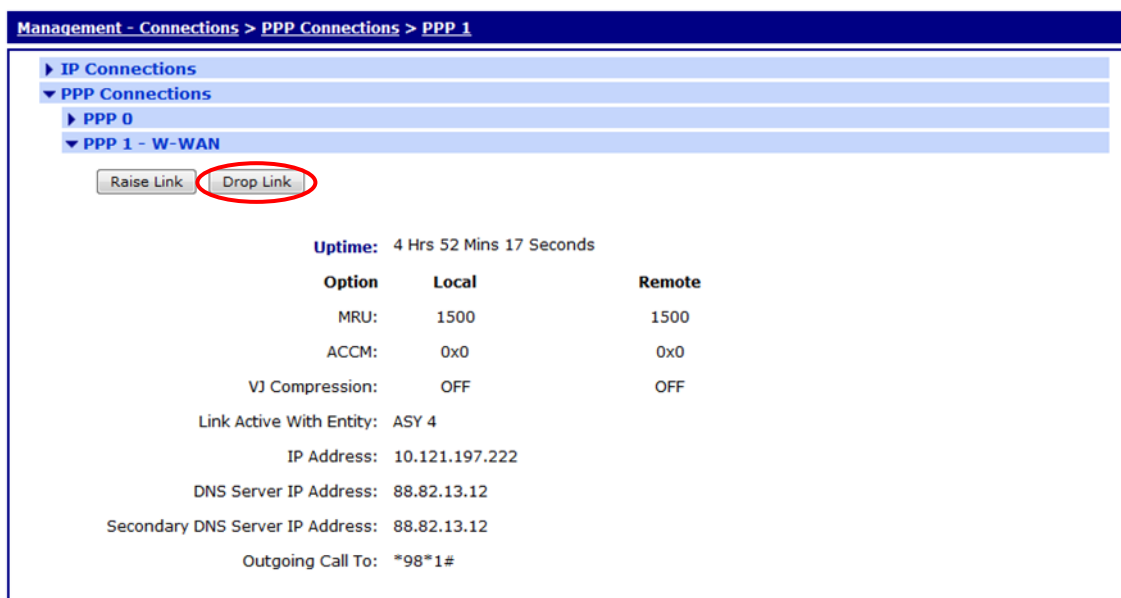
Run the syslog server software (Tftpd64 shown), ensure it is listening on port 514 and if there is a firewall configured on the PC make sure it is allowing inbound UDP 514 traffic.



### 4 TESTING

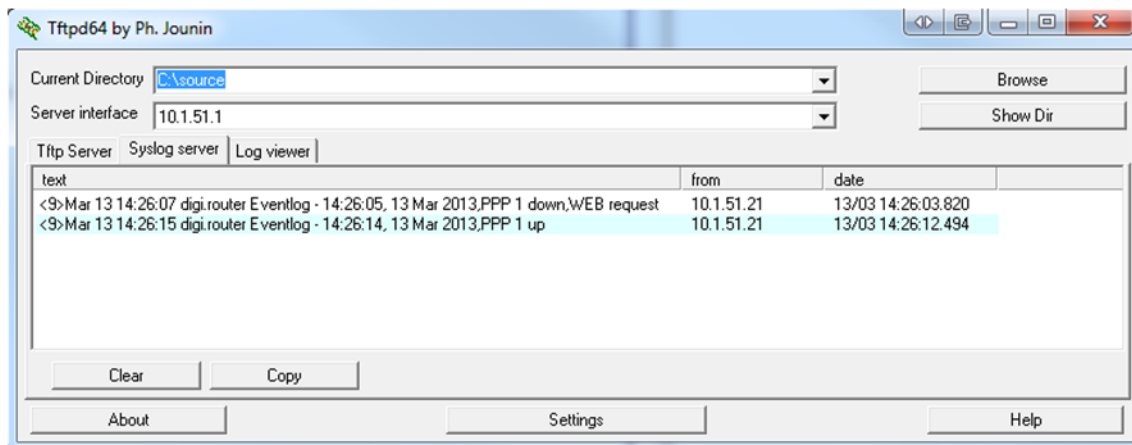
To test that the Digi TransPort is configured correctly, the PPP interface should be deactivated and allowed to reconnect.

Navigate to **Management - Connections > PPP Connections > PPP 1** and click on **Drop Link**. Note that the connection to the internet will disconnect for a few seconds.



When the PPP link is dropped, this will create an event in the event log and a syslog alert will also be triggered. When the PPP link comes back up, another syslog alert will be sent.

This shows the syslog alerts on the syslog server, including the time stamp, the source IP address of the alert and the reason for the alert.



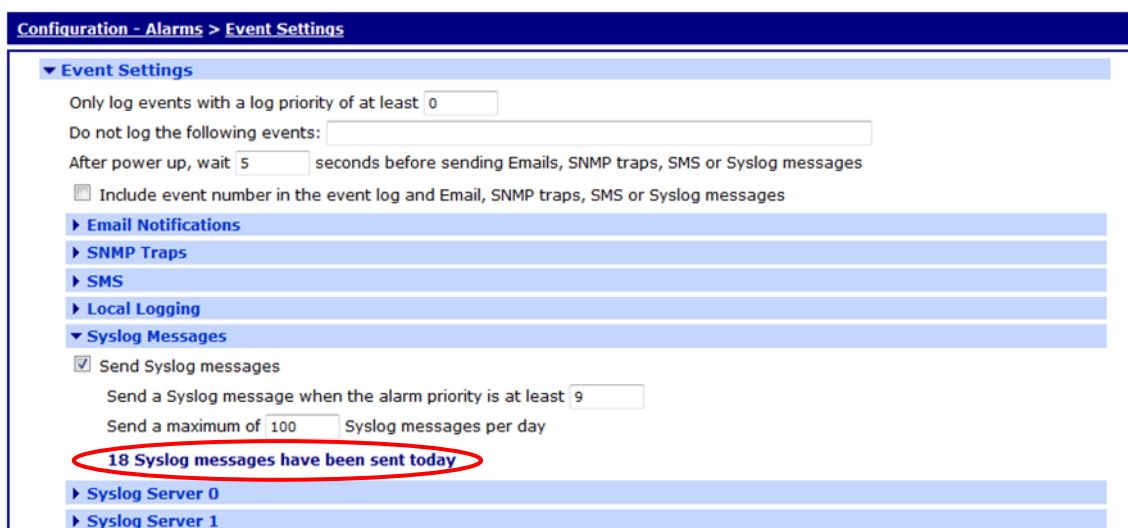
The events in **Management - Event Log** will look similar to this, the 2 events that triggered the syslog alert are shown in red for clarification, colouring of text in the actual event log does not happen.

```

14:26:14, 13 Mar 2013,Default Route 0 Available,Activation
14:26:14, 13 Mar 2013,PPP 1 Available,Activation
14:26:14, 13 Mar 2013,PPP 1 up
14:26:11, 13 Mar 2013,PPP 1 Start IPCP
14:26:11, 13 Mar 2013,PPP 1 Start AUTHENTICATE
14:26:11, 13 Mar 2013,PPP 1 Start LCP
14:26:11, 13 Mar 2013,PPP 1 Start
14:26:11, 13 Mar 2013,Modem connected on asy 4
14:26:11, 13 Mar 2013,Modem dialing on asy 4 #:98*1#
14:26:08, 13 Mar 2013,Modem disconnected on asy 4,Normal Breakdown
14:26:06, 13 Mar 2013,Default Route 0 Out Of Service,Activation
14:26:06, 13 Mar 2013,PPP 1 Out Of Service,Activation
14:26:05, 13 Mar 2013,PPP 1 down,WEB request

```

The number of syslog messages sent by the router since midnight can be checked by navigating to **Configuration - Alarms > Event Settings**, the number of messages sent is shown in the **Syslog Messages** section. This is the total number of alerts sent by all configured syslog instances, 0, 1, 2, 3 & 4 (if configured).



## 5 CONFIGURATION FILES

### 5.1 Digi TransPort Configuration Files

This is the relevant parts of the config.da0 file:

```
ss237424>config c show
eth 0 IPaddr "10.1.51.21"
eth 0 mask "255.255.0.0"
eth 0 gateway "10.1.2.100"
ip 0 cidr ON
def_route 0 ll_ent "ppp"
def route 0 ll add 1
syslog 0 server "10.1.51.1"
syslog 0 port 514
ppp 0 timeout 300
ppp 1 name "W-WAN"
ppp 1 phonenum "*98*1#"
ppp 1 username "bt"
ppp 1 epassword "Ois="
ppp 1 IPaddr "0.0.0.0"
ppp 1 timeout 0
ppp 1 use_modem 1
ppp 1 aodion 1
ppp 1 autoassert 1
ppp 1 ipanon ON
ppp 1 r_chap OFF
ppp 3 defpak 16
ppp 4 defpak 16
modemcc 0 asy_add 4
modemcc 0 info_asy_add 2
modemcc 0 init_str "+CGQREQ=1"
modemcc 0 init_str1 "+CGQMIN=1"
modemcc 0 apn "btmobile.bt.com"
modemcc 0 link_retries 10
modemcc 0 stat_retries 30
modemcc 0 sms_interval 1
modemcc 0 sms_concat 0
modemcc 0 init_str_2 "+CGQREQ=1"
modemcc 0 init_str1_2 "+CGQMIN=1"
modemcc 0 apn_2 "Your.APN.goes.here"
modemcc 0 link_retries_2 10
modemcc 0 stat_retries_2 30
cmd 0 unitid "ss%s>"
cmd 0 cmdnua "99"
cmd 0 hostname "digi.router"
cmd 0 asyled_mode 2
cmd 0 ent_name "sarian"
cmd 0 tremto 1200
user 0 access 0
user 1 name "username"
user 1 epassword "KD5lSVJDVVg="
user 1 access 0
user 2 access 0
user 3 access 0
user 4 access 0
user 5 access 0
user 6 access 0
user 7 access 0
user 8 access 0
user 9 access 0
local 0 transaccess 2
event 0 syslog_max 100
```

```
event 0 syslog_trig 9
event 0 action_dly 5
ssh 0 hostkey1 "privSSH.pem"
ssh 0 nb_listen 5
ssh 0 vl OFF
```

```
Power Up Profile: 0
OK
```

This is the contents of the logcodes.dif file, manual configuration of the logcodes.dif is outside the scope of this application note, if further instruction is required please contact tech.support@digicom:

```
E5,9 sp=1,
E153,9 sp=1,
```

## 5.2 Digi TransPort Firmware Versions

This is the firmware \ hardware information from the unit:

```
Digi TransPort WR21-U82B-DE1-XX Ser#:237424
Software Build Ver5169. Feb 27 2013 02:47:07 WW
ARM Bios Ver 6.9lu v43 454MHz B987-M995-F80-O8001,0 MAC:00042d039f70
Async Driver Revision: 1.19 Int clk
Ethernet Hub Driver Revision: 1.11
Firewall Revision: 1.0
EventEdit Revision: 1.0
Timer Module Revision: 1.1
(B)USBHOST Revision: 1.0
L2TP Revision: 1.10
PPTP Revision: 1.00
TACPLUS Revision: 1.00
MODBUS Revision: 0.00
RealPort Revision: 0.00
MultiTX Revision: 1.00
LAPB Revision: 1.12
X25 Layer Revision: 1.19
MACRO Revision: 1.0
PAD Revision: 1.4
X25 Switch Revision: 1.7
TPAD Interface Revision: 1.12
GPS Revision: 1.0
SCRIBATSK Revision: 1.0
BASTSK Revision: 1.0
PYTHON Revision: 1.0
IDIGISMS Revision: 1.0
TCP Revision: 1.14
TCP Utils Revision: 1.13
PPP Revision: 1.19
WEB Revision: 1.5
SMTP Revision: 1.1
FTP Client Revision: 1.5
FTP Revision: 1.4
IKE Revision: 1.0
PollANS Revision: 1.2
PPPOE Revision: 1.0
BRIDGE Revision: 1.1
MODEM CC (GOBI UMTS) Revision: 1.4
FLASH Write Revision: 1.2
Command Interpreter Revision: 1.38
SSLCLI Revision: 1.0
OSPF Revision: 1.0
BGP Revision: 1.0
QOS Revision: 1.0
PWRCTRL Revision: 1.0
```

RADIUS Client	Revision: 1.0
SSH Server	Revision: 1.0
SCP	Revision: 1.0
CERT	Revision: 1.0
LowPrio	Revision: 1.0
Tunnel	Revision: 1.2
OVPN	Revision: 1.2
QDL	Revision: 1.0
WiMax	Revision: 1.0
iDigi	Revision: 2.0
OK	